

MAXIMUS KNOWLEDGE PORTAL USER GUIDE

HOW TO SIGN IN

To sign into the Knowledge Portal, go to the link: <https://maxknowledge.maximus.com>

Go to the upper right hand corner and choose Sign In



Email address: yourname@maximus.com (Outlook email address)

Password: Same as Outlook password

The 'Terms of Use' page needs to be reviewed and accepted. Please click on 'I Agree' at the bottom of the page.



Terms of Use - PA Harrisburg EAP

Welcome to our site. We maintain this web site as a service to our members. By using our site, you are agreeing to comply with and be bound by the following terms of use. Please review the following terms carefully. If you do not agree to these terms, you should not use this site.

1. **Acceptance of Agreement.**

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Set up your password reminder question.

Select a question from the drop down menu, provide an answer and 'Save'. (Note: keep the answer to the question for your record)



Password Reminder

Question

What is your father's middle name?

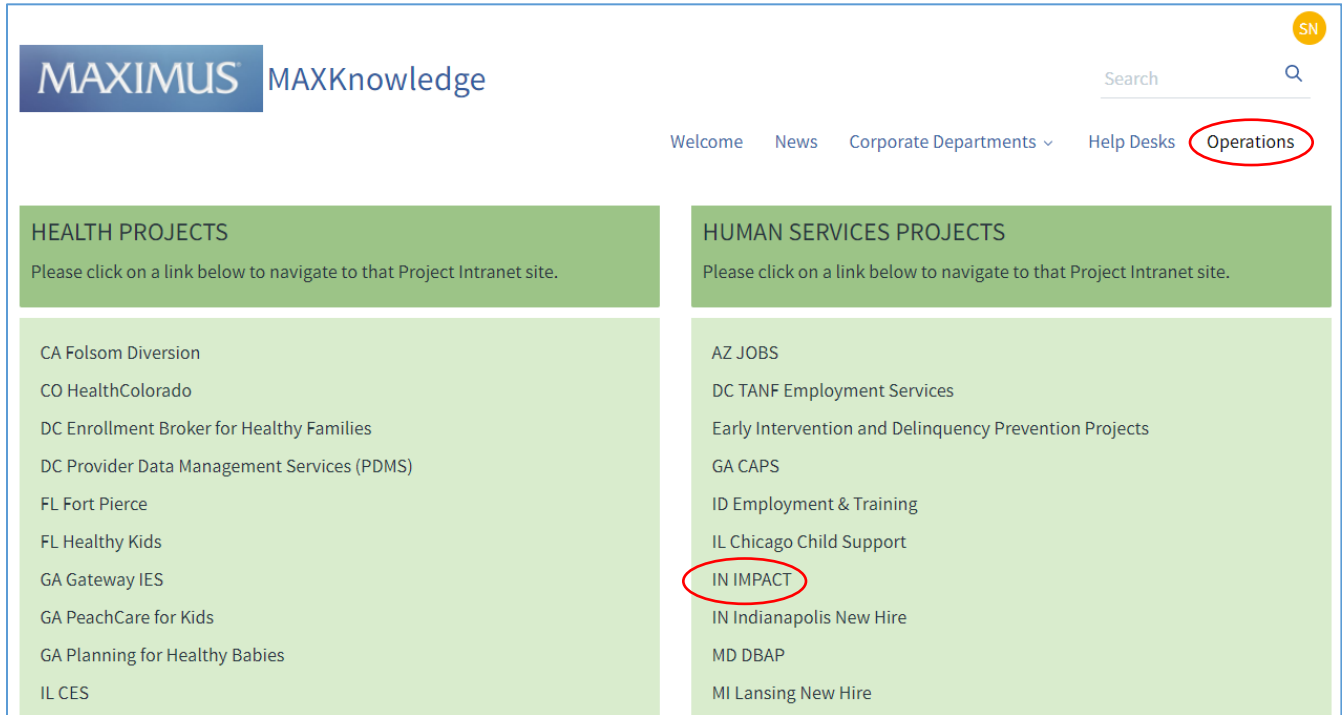
Answer

HOW TO GO TO YOUR PROJECT SITE

To see the Project Site that you belong to, sign in and click on Operations.

Find your Project under either the Health Services or Human Services column and click on the Project name.

Example: Sign In > Operations > Human Services > IN IMPACT to get to that Project if you are a staff member of that Project.

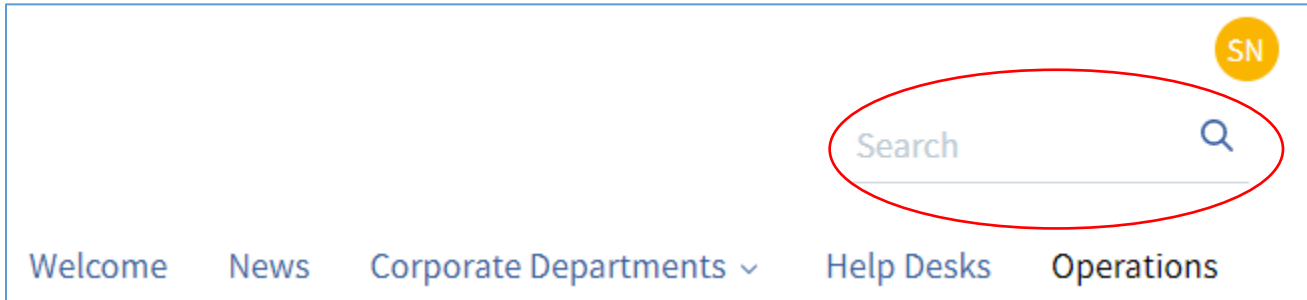


The screenshot displays the MAXIMUS MAXKnowledge portal interface. At the top left is the MAXIMUS logo. To the right is a search bar with a magnifying glass icon. Below the search bar is a navigation menu with the following items: Welcome, News, Corporate Departments (with a dropdown arrow), Help Desks, and Operations (circled in red). Below the navigation menu are two main columns: HEALTH PROJECTS and HUMAN SERVICES PROJECTS. Each column has a header and a sub-header: 'Please click on a link below to navigate to that Project Intranet site.' The HEALTH PROJECTS column lists: CA Folsom Diversion, CO HealthColorado, DC Enrollment Broker for Healthy Families, DC Provider Data Management Services (PDMS), FL Fort Pierce, FL Healthy Kids, GA Gateway IES, GA PeachCare for Kids, GA Planning for Healthy Babies, and IL CES. The HUMAN SERVICES PROJECTS column lists: AZ JOBS, DC TANF Employment Services, Early Intervention and Delinquency Prevention Projects, GA CAPS, ID Employment & Training, IL Chicago Child Support, IN IMPACT (circled in red), IN Indianapolis New Hire, MD DBAP, and MI Lansing New Hire.

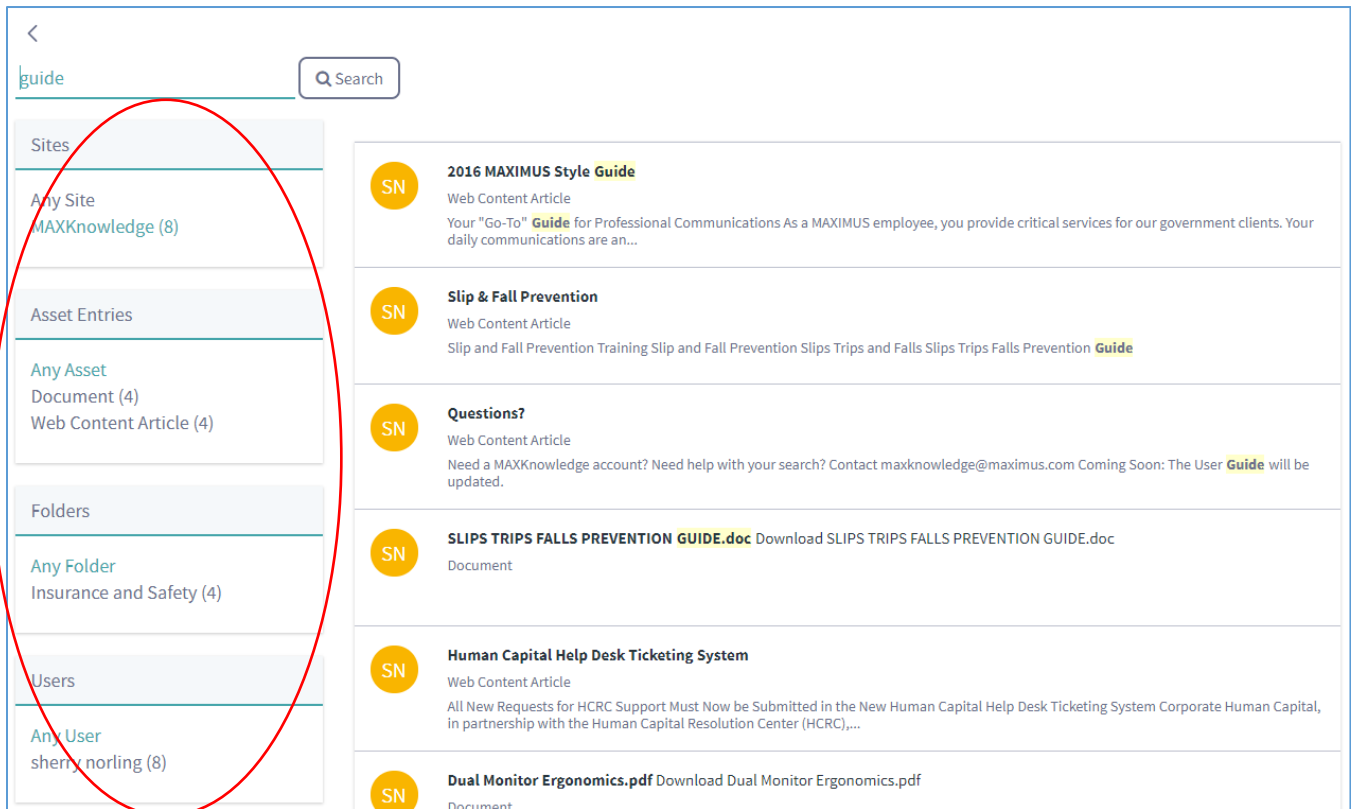
As a site member, you will be able to view all public content and search for documents or topics of interest.

HOW TO SEARCH FOR CONTENT

To use the Search function, simply type key words into the Search box in the upper right and hit Enter.



A results page comes up that allows you to filter your results.



COMMUNICATION

This forum is meant to be interactive, so please ask questions and provide your feedback by using the available email links on the various sites.

MAXIMUS MAXKnowledge

Welcome News Corporate Departments Help Desks Operations

"If you have knowledge, let others light their candles in it." ~Margaret Fuller

MAXKnowledge

The MAXIMUS Knowledge Portal – MAXKnowledge – is a secure, web-based tool for facilitating internal:

- Communication
- Collaboration
- Knowledge sharing

Knowledge Portal Objectives:

Web Content Search

Keywords Search

Questions?

Need a MAXKnowledge account? Need help with your search?
Contact maxknowledge@maximus.com

Coming Soon: The User Guide will be updated.

Point of Contact

Sherry Norling, Sr. Administrator - Human Services North America; Knowledge Portal Administrator
SherryLNorling@maximus.com
Cell: 414.916.5830

Feedback

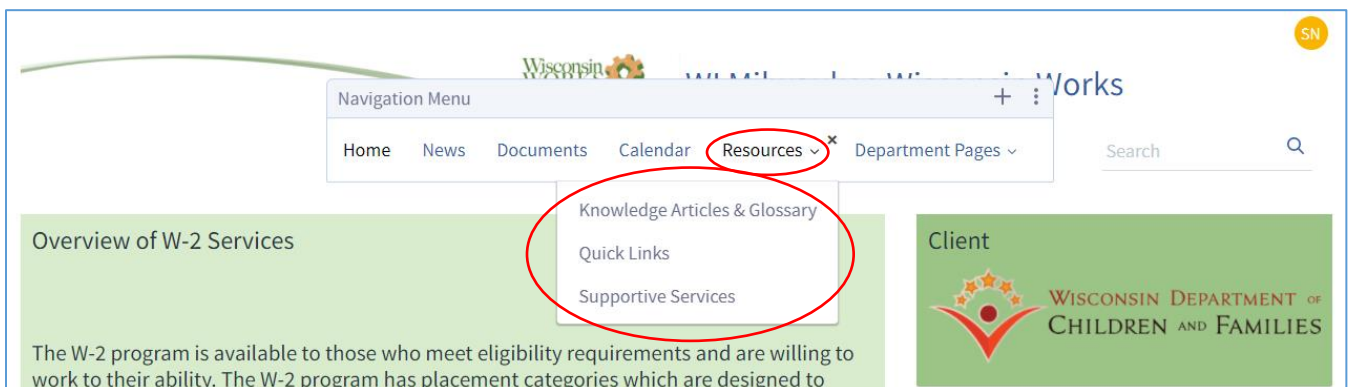
Your ~~input is valuable to us.~~ Please share your suggestions or feedback.

HOW TO NAVIGATE PAGES USING THE NAVIGATION BAR

You can use the navigation bar across the top of the page to navigate around a site and return to previous pages or jump to other pages.

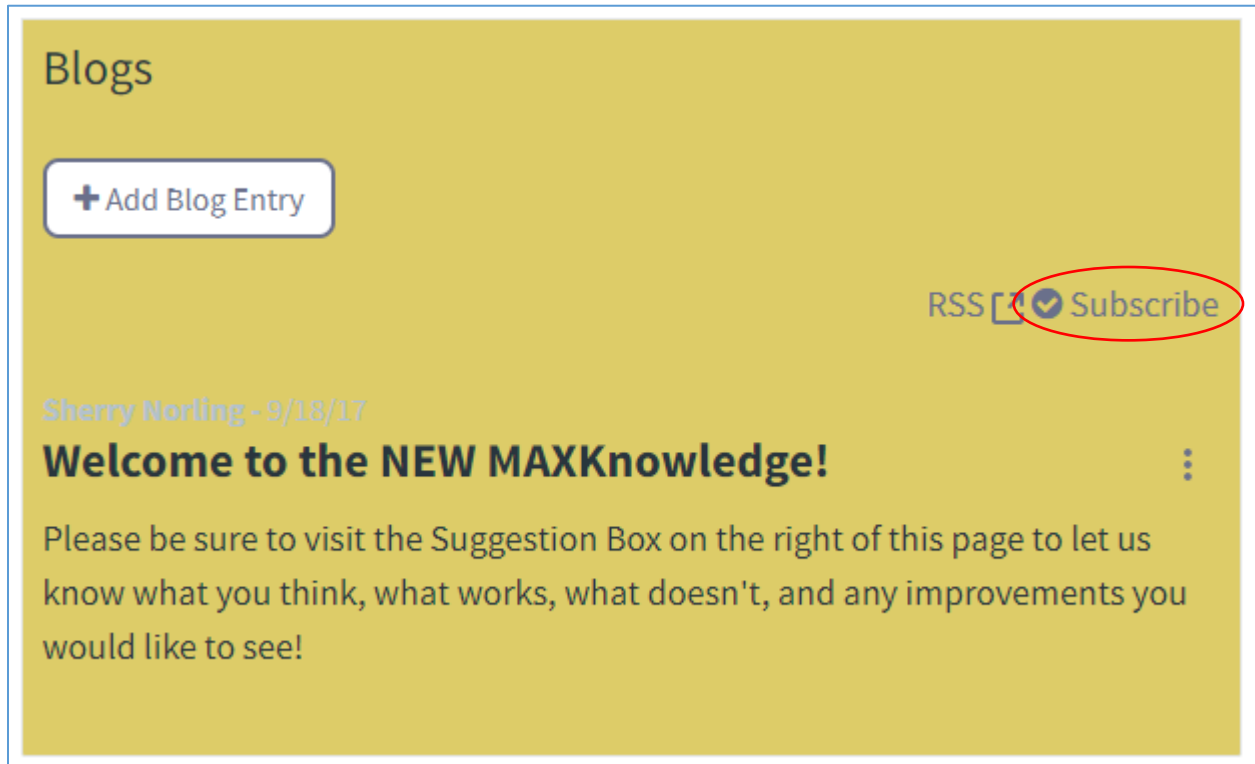


There may also be drop-down pages or menus on your site. For example, clicking on Resources brings up a menu of pages.



HOW TO SUBSCRIBE TO BLOGS

You can choose to subscribe to Blogs (News/Announcements) in your Project Site by clicking on the word **Subscribe** in the blog portlet. This will allow you to sign up to specific blogs and start receiving updates and notifications.



PROPRIETARY AND CONFIDENTIAL CONTENT

While the content added to MAXKnowledge is not sensitive or confidential to any Project and is information that can be shared or searched by staff members, the information is proprietary and confidential to MAXIMUS and is not to be shared outside the Project.

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